

## SERVICE REQUEST MANUAL

### EMPLOYEE RESIDENCE VISA CANCELLATION

#### Purpose

This document is designed to define and illustrate the online process related to 'Request for Residence Visa Cancellation'. This document will brief you on how to apply for this service request and what to expect at the different stages in terms of the online interface, the notification emails and the text messages as well as the expected output.

#### Relevant Documents

The Request for Residence Visa Cancellation' operates in conjunction with, but not limited to the below stated policies and guidelines:

- [Residence Visa Cancellation Guideline;](#)
- DMCC Company Regulations;
- Free Zone Rules & Regulations;
- And Federal Authority for Identity & Citizenship (FAIC) Rules and Regulations.

#### Applicability

This document will be applicable to all DMCC member companies with active licence who are applying for visa cancellation for their existing employees.

## Important Notes

- In case the employee's salary is equal to or less than AED 5000, the company have the option to select signing the end of service over the counters or by E-mail
- For employees who have sponsored dependents, they must proceed to cancel their dependents' visas before proceeding with their own visa cancellation.
- In case the employee needs to cancel his / her visa after the expiry of the grace period (30 days from the date of expiry) then a penalty will be levied and further documentation:
  - Out-Pass Fees.
  - Passport size photos (for the out-pass issuance as the applicant must leave the country after the cancellation is done).
  - Air ticket to be booked 5 days from the date of cancellation.
- For the company manager visa cancellation, the company must apply first for a service request for change of manager before proceeding with the cancellation.
- The visa deposit will be released after the cancellation is done from the immigration department (FAIC) and the service request is closed.
- For outside the country cancellation (more than 3 months), no documents are required to be submitted at the DMCC Client Service Centre counter.
- For outside the country cancellation less than 3 months, the original passport is required to be submitted at the DMCC Client Service Centre counter.
- If the company licence and / or establishment card are expired, the application for the residence visa cancellation can still be processed.

1. Complete the application form to apply for 'Employment Services - Visa services - Employee Residence Permits (Visa) – Cancel Existing' on the DMCC portal.

**DMCC** Create Case DMCC Live Support +971 4 424 961

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**Employee Services**

Company Services  
Member Services  
Property Services  
Value Added Services  
Compliance Services

**Portal Balance**

Portal Balance	9,731.14	AED
Visa Deposit Utilised	- 3,000.00	AED
Account Name	DMCC	
Visas Used/ Visas Allowed	3 / 3	

**Top-up Balance**

**Employee Service Requests**  
Apply for all types of employment services, including visas, letters, and access cards.

**Card and Access Services**

- Access approvals
- Employment cards
- Identity cards

**Visa Services**

- Absconder notification
- Business visitor visas
- Dependent residence permits (visa)
- Employee residence permits (visa)**
  - Stamp existing in new or replacement passport
  - Stamp existing in new passport (orig. lost)
  - Renew existing
  - Employee passport details amendment
  - Cancel existing**

**Mediation Services**

- Request for mediation

**Official Communications**

- Approvals and NOCs
- Approvals and NOCs (Arabic)
- Letters and certificates
- Letters and certificates (Arabic)

2. Insert company's valid licence number.

**Service Request Edit** Save Cancel

Service Request Details - Internal use only Required Information

Record Type	006-Employee residence permit (visa) cancellation	External Status	Click lookup icon...
Parent SR		Submitted Date	
Customer	DMCC	Owner	DMCC
General Disclaimer	<input type="text"/>		
Applicant / Employee Name	<input type="text"/>		

**Company License**

License Number

3. To prioritize the application, please tick the 'Priority Application' box. (Optional and for an additional fee. Please refer to the [Schedule of Charges](#))

**Priority Service**

Priority Application

I Agree

**Priority Disclaimer** I hereby confirm and certify that the facts and information provided and stated below are accurate, true and complete to the best of my knowledge and belief. I fully acknowledge and understand that my application will be treated as fast track application after the submission of the original documents over DMCC member services counters and the cancellation of the employment visa is subject to the approval of the General Directorate of Residency and Foreigners Affairs –Dubai (GDRFA). I recognise that additional documentation may be requested by the GDRFA in order to process the employment visa cancellation application.

4. Fill in the 'Employee Details' and 'Due Salary Payment'. Kindly ensure that all details are correct and accurate.

**Employee Details**

Document # (Lookup) <input type="text" value="DOC-00650160"/>	Document Type <input type="text" value="CEC Number"/>
Last Working Day <input type="text" value="27/08/2017"/> [ 27/08/2017 ]	Duration of Service in Years <input type="text" value="3"/>
Termination Type <input type="text" value="Termination by company"/>	Is the Employee Currently Inside UAE? <input type="text" value="Yes"/>

**Due Salary Payments (If Any)**

Due Salary From <input type="text"/> [ 27/08/2017 ]	Due Salary Till <input type="text"/> [ 27/08/2017 ]
Due Salary Amount <input type="text"/>	
Due Overtime <input type="text"/>	
Other Credits <input type="text"/>	
Non-availed Annual leave-Days <input type="text"/>	Non-availed Annual leave-Amount <input type="text"/>
Gratuity-Days <input type="text"/>	Gratuity-Amount <input type="text"/>
A. Total Amount Due <input type="text"/>	

5. Fill in the 'Deductions' if any, 'Net amount Payable' and 'Payment Acknowledgement'.

Deductions (If Any)	
Cash Advances	5000
Mobile/Telephone Bill	25.00
Others	0
<b>B. Total Deductions</b>	<b>250.00</b>

Net Amount Payable	
C. Net Amount Payable (A-B)	250

Payment Acknowledgment	
Payment Being Made To	Employee

6. Fill in the 'Employee E-Signature Details'. Please ensure to enter a valid email address and mobile number of the employee. Fill in the portal user details and mobile number to receive status notifications from DMCC in the 'Correspondence Details'; and click 'Save' to receive the service request number.

Employee E-signature Details	
Employee Email ID	John.Smith@xyz.com
Employee Mobile Number	+971xxxxxxx
Employee Selected E-signature Method	Via Email
Preferred Language	ENGLISH

Correspondence Details - Please Confirm	
Portal User's Email	ahmed.alshraideh@dmcc.a
Send SMS To Mobile	+971561457080
Customer Comments	

Courier Details - Information Only	
Courier Collection Required	<input type="checkbox"/>
Collection Airway Bill No #	
Courier Delivery Required	<input checked="" type="checkbox"/>
Delivery Airway Bill No #	

DNRD Document Details - Information Only	
Document Number	
Document Cancel Date	
Nationality	

DMCC Comments - For Your Information	
DMCC Comments	
Rejection Reason	

- In case the applicant is sponsoring Dependents, you must check the box for “is applicant sponsoring Dependents”.

Document Details (CEC) - Please Select	
Passport Number	
Document Type	Document # (Lookup) ?
Is the Employee Currently Inside UAE?	Termination Type
Employee Outside Since	Request Reason / Justification ?
Is Applicant Sponsoring Dependents	<input checked="" type="checkbox"/>

- Take a note of the service request number for future follow-ups and company records.

**Application - Cancel an existing employee residence permit (visa) or application for employee residence permit** Printable View

002023613

✔ Service Request has been saved.

[SR Price Items \(Service Request\) \[3\]](#) | [Notes & Attachments \[0\]](#)

**Service Request Detail** Edit Cancel SR Submit

**Service Request Details - Internal use only**

SR No	002023613	External Status	Draft
Record Type	006-Employee residence permit (visa) cancellation	SR Menu Text	Cancel existing-Employee residence permits (visa)-Visa Services
Created By	DMCC, 27/08/2017 11:48	Submitted Date	
Status	Draft	Owner	DMCC
Parent SR		Applicant / Employee Name	John Smith
Customer	DMCC		
Account Number	129544		
General Disclaimer			

- Click the 'Download/Upload/Review Doc' button to upload the required documents under the 'SR Documents' section.
- Please make sure to read the Disclaimer before submitting the application.

**DMCC** Help Centre

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Employee Services **Application - Cancel an existing employee residence permit (visa) or application for employee residence permit**

Company Services [Click Here to View Application Guidelines](#)

Member Services [Click here to view the Free Zone Services Schedule of Charges](#)

Property Services [Click here to view the Service Request Manual \(Process Illustration\)](#)

Value Added Services [Click here to view the Disclaimer](#)

Compliance Services

**Service Request Edit** Save Cancel

Service Request Details - Internal use only

SR Documents							
Download/Upload/Review Doc							
Document Name	Person Name/Corporate Name	Instructions	Requirement	Status	Created Date	Modified Date	Preview / Download Document
Priority Services Letter		Priority Services Letter		Generated	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Applicant's Passport Visa Page		Upload a copy of applicant's passport visa page in JPEG format (Size less than 1MB  Exact Height: 1167  Exact Width: 850  Dpi: 100) To adjust your document size, you may use this online tool <a href="https://ezgif.com/resize">https://ezgif.com/resize</a>	Copy Required	Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Applicant's Passport		Upload a copy of the applicant's passport in JPEG format (Exact Size: 1024   Height: 1167   Width: 850   Dpi: 100) To adjust your document size, you may use the following online tool <a href="https://ezgif.com/resize">https://ezgif.com/resize</a>		Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Company Employment Card (CEC)		Upload a copy of the Company Employment Card	Copy & Original	Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Emirates Identity Card or Registration form		Upload a copy of the Emirates Identity Card or Registration form.		Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Termination / Resignation Letter (Sponsored Employee)		Upload a copy of the Termination / Resignation Letter (Sponsored Employee)	Copy Required	Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>
Company Establishment Card		Upload a copy of the Company Establishment Card in JPEG format (Size less than 1MB  Exact Height: 1167  Exact Width: 850  Dpi: 100) To adjust your document size, you may use this online tool		Pending Upload	27/08/2017	27/08/2017	<a href="#">View e-Document</a>

11. After uploading the documents, click 'Submit' and proceed with the payment.

Application - Cancel an existing employee residence permit (visa) or application for employee residence permit  
002023613 Printable View

[SR Price Items \(Service Request\)](#) | [Notes & Attachments](#)

**Service Request Details - Internal use only**

SR No	002023613	External Status	Draft
Record Type	006-Employee residence permit (visa) cancellation	SR Menu Text	Cancel existing-Employee residence permits (visa)-Visa Services
Created By	DMCC, 27/08/2017 11:48	Submitted Date	
Status	Draft	Owner	DMCC
Parent SR		Applicant / Employee Name	John Smith
Customer	DMCC		
Account Number	129544		
General Disclaimer			

**Company License**

License Number [DMCC-33668](#)

12. Check the price details and click 'Confirm'.

SR No	002023613	Customer	DMCC
External Status	Draft	Created Date	27/08/2017 11:48

Available Account Balance : AED 9,731.14  
 AED : 835.00 will be charged

SR Price Items Name	Price	Product	Pricing Line	Status
SRP-2794111	AED 400.00	PRIORITY PROCESSING CHARGES	Priority Processing - Employment Cancellation (Inside the country)	Added
SRP-2794112	AED 435.00	EMP_SER_EMP_VIAS_CAN_IC	Cancel An Employee Residence Permit (Visa)	Added

13. You will receive an email notification from DMCC confirming that the application is submitted.



14. The HR Signatory of the company receives an email notification with the relevant employment documentation to electronically sign them.



Dear Valued Member,

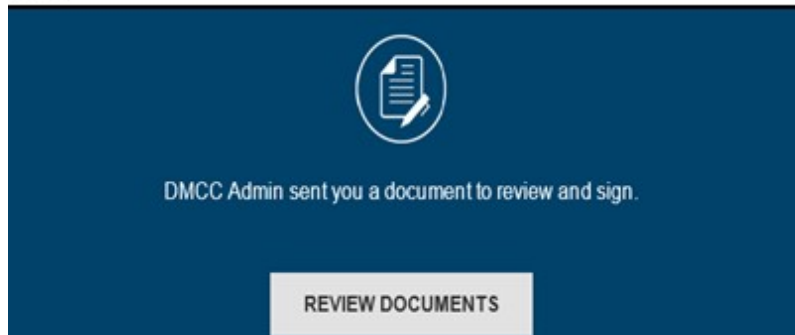
this email contains the End of Service Entitlement for John Smith. Please review and electronically sign the documentation in order to proceed with the Cancel existing-Employee residence permits (visa)-Visa Services.

Once you have e-signed the End of Service Entitlement this will automatically be sent to the employee for his / her e-signature if you have selected 'e-signature by email' for your employee. If you have opted for the employee to do 'in person signing at DMCC Counter', please ensure you provide the employee with a copy of his / her End of Service Entitlement before the employee comes to the counters to e-sign the documentation.

The employment relationship between you and your employee is governed by the UAE Federal Law No. 8 of 1980 (as amended) (the Labour Law). Hence, the End of Service Entitlement must be in line with the employment contract terms.

Before you proceed with e-signing, DMCC recommends that you read through the below guidelines and FAQs to learn more about DMCC's employment matters and how to electronically sign the documentation.

Once you are ready to proceed, you can review and sign the documentation [here](#).



15. Once the HR signatory has completed the e-signing, the employee receives a notification to e-sign the same employment documentation.



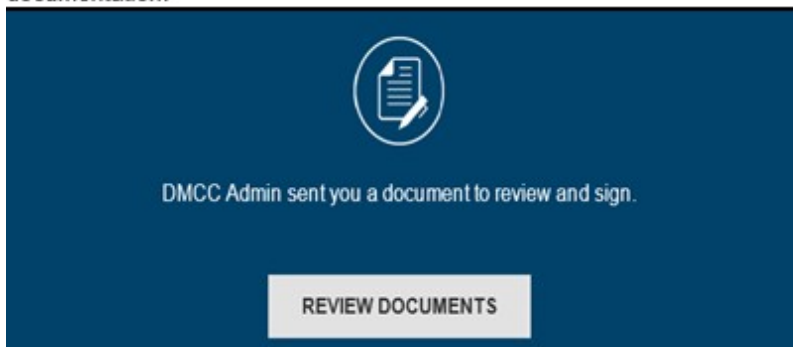
Dear John Smith,

This email contains your End of Service Entitlement signed by XYZ DMCC and is now ready for you to review and electronically sign in order to process the Cancel existing-Employee residence permits (visa)-Visa Services.

The employment relationship between you and your employer is governed by UAE Federal Law No. 8 of 1980 (as amended) (the Labour Law).

Your employment contract had set out the terms and conditions of your employment terms; so it is important that you read through the End of Service Entitlement carefully to ensure that it is in line with those terms. If you have any doubts, you can contact the employer at [ABCD@XYZ.ae](mailto:ABCD@XYZ.ae).

Before you proceed with e-signing, DMCC recommends that you read through the below guidelines and FAQs to find out more about the DMCC | business community, employment matters and how to electronically sign the documentation.



16. Once both parties have signed the end of service entitlement documents, the step status will be updated as 'Closed'.

Step	Step No.	Summary	Step Name	Step Status	Name	Step Note Added
<a href="#">3773206</a>	31.0	Process Customer Signature	Process Customer Signature	Closed	Client Entry User	<input type="checkbox"/>

SR Documents [Download/Upload/Review Doc](#)

17. You will receive an email notification confirming the submission of documents to the Immigration Department (FAIC).
18. You will receive a notification email for the delivery once the application is approved by the Immigration Department (FAIC).
19. Once the approval is obtained from the FAIC, the Cancellation E-Documents will be uploaded under the visa cancellation service request Documents/uploads to be printed/download.

Applicant's Passport Visa Page	Upload a copy of applicant's passport visa page in JPEG format (Size less than 1MB  Exact Height: 1167  Exact Width: 850  Dpi: 100)	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>	
Applicant's Passport	Upload a copy of the applicant's passport in JPEG format (Size less than 1MB  Exact Height: 1167  Exact Width: 850  Dpi: 100)	Copy & Original	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>
Company Employment Card (CEC)	Upload a copy of the Company Employment Card	Copy Required	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>
Termination / Resignation Letter (Sponsored Employee)	Upload a copy of the Termination / Resignation Letter (Sponsored Employee)	Copy Required	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>
Company Establishment Card	Upload a copy of the Company Establishment Card in JPEG format (Size less than 1MB  Exact Height: 1167  Exact Width: 850  Dpi: 100)	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>	
End of Service Entitlement Draft Preview	Review the generated End of Service Entitlement to be e-signed to check if the entered information is correct. If any changes are required, click edit to update the SR details and then save to regenerate the document.	Download e-Document	Generated	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input checked="" type="checkbox"/>
Priority Services Letter	Priority Services Letter	Generated	2/25/2020	2/25/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input checked="" type="checkbox"/>	
E-signed End of Service Entitlement	The E-signed End of Service Entitlement is uploaded here after being e-signed by both parties.	Download e-Document	Generated	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input checked="" type="checkbox"/>
E-signed End of Service Entitlement	The E-signed End of Service Entitlement is uploaded here after being e-signed by both parties.	Copy Required	Uploaded	2/25/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>
Cancellation document e-copy	Cancellation document e-copy	Copy Required	Uploaded	3/3/2020	3/3/2020	<a href="#">View e-Document</a>	<a href="#">Check Documents</a>	<input type="checkbox"/>

20. You can check the status of your application at any stage on the DMCC website via the Visa Status Checker at [www.dmcc.ae/free-zone/support/how-guides/visa-status-checker](https://www.dmcc.ae/free-zone/support/how-guides/visa-status-checker).

The screenshot shows the DMCC website's Visa Status Checker page. The browser address bar displays "Secure | https://www.dmcc.ae/free-zone/support/how-guides/visa-status-checker". The page header includes the DMCC logo and navigation links: "FREE ZONE", "GATEWAY TO TRADE", "DEVELOPING DUBAI", "ABOUT DMCC", "SUPPORT", and "MEMBER PORTAL". The main heading is "Visa Status Checker". Below this, the instruction reads "Check the Status of your visa application" followed by "To check the status of your visa application, please use the form below." The form prompts the user to "Enter Service Request Number and Passport Number to Check Application Status". It contains two input fields: "Service Request Number \*" and "Passport Number \*", and a "SEARCH" button.